

UNITED STATES DISTRICT COURT
FOR THE DISTRICT OF MASSACHUSETTS

RECEIVED
JAN 16 A 8:58
U.S. DISTRICT COURT
DISTRICT OF MASS.

BOWEN INVESTMENT, INC. and
HONEY DEW ASSOCIATES,
INC.

Plaintiffs,

v.

C.A. No. 03-12509-PBS

S.G.B., LTD.,
GUY BISSONNETTE,
GARY GREAVES, and
ROGER A. SPINA,
Defendants.

**DEFENDANTS' OBJECTION TO PLAINTIFFS' MOTION FOR PRELIMINARY
INJUNCTION**

Now come the Defendants, S.G.B., Ltd., Guy Bissonnette, Gary Greaves and Roger A. Spina, and object to the Plaintiffs' motion for preliminary injunction. The Plaintiff filed the original complaint, pursuant to 15 U.S.C. §§ 1116(a) and 1125(a), 17 U.S.C. § 503(a), 28 U.S.C. § 1116, Rhode Island General Laws, Title 6, Chapter 2 and Federal Rules of Civil Procedure 65 for injunctive relief.

Originally the Plaintiffs sent to Defendants the incorrect franchise agreement as their Exhibit A. The franchise agreement is the basis for their motion for preliminary injunction. This was brought to the attention of the Plaintiff's attorney on Monday, January 12, 2004. Thereupon, Plaintiffs amended their complaint and included the correct franchise agreement that actually deals with the site that the Defendants are operating. This was received by Defendants' attorneys on Wednesday, January 14, 2004. The amended complaint with the correct franchise agreement was sent by regular mail. In light of the above, the Defendants have requested a continuance. This request was not accepted by the Plaintiffs' attorney.

The underlining basis of the preliminary injunction specifically concerns three notices of default; June 2, 2003, November 5, 2003 and November 12, 2003. The first two notices were sent for non-payment of franchise fees. The third notice on November 12, 2003 concerned an appearance violation on the operation of the store. The first two notices of default were cured with

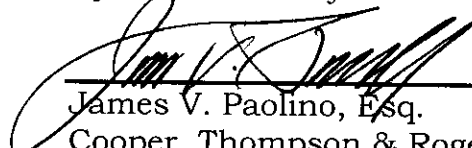
payments. Please refer to the affidavit of President Roger Spina, CPA. The November 12, 2003 notice of default was corrected within five (5) days of notice. The November 12, 2003 notice concerning the site inspection arises out of a Honey Dew Donuts summary report dated April 13, 2002. In that report, the Defendants received a summary report rating of 89 "poor". The major problem was where the trash retainers were located, along the landscaped area. That had, in fact, been immediately corrected after the report.

All other summary reports, which are attached to the Spina affidavit, show that the ratings have all been "good" or "outstanding".

Injunctive relief is an extreme remedy. Presently the Plaintiff receives, on a weekly basis, franchise fees from the Defendant and the site has been marked "outstanding" as to operation and appearance. The Plaintiff should not be allowed to prevail on their preliminary injunction, and the only issue before this court is money damages.

WHEREFORE, the Defendants request the Plaintiffs' motion for preliminary injunction be denied, or in the alternative, an evidentiary hearing be scheduled by this court.

Guy Bissonnette
Gary Greaves
Roger A. Spina
By Their Attorney



James V. Paolino, Esq.
Cooper, Thompson & Rogers
51 Jefferson Boulevard
Warwick, RI 02888
(401)780-9996

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GUY BISSONNETTE,
GARY GREAVES, and
ROGER A. SPINA,
Defendants.


AFFIDAVIT OF ROGER SPINA, CPA

Now comes Roger Spina, CPA, President of S.G.B, Ltd and under oath depose and state the following:

1. I am part owner and president of S.G.B., Ltd., which owns the Honey Dew Donuts® franchise located at 343-345 Providence Street, Warwick, Rhode Island.
2. I have been the president and one of the owners from the inception of the corporation.
3. In June of 2003 there was in fact money due to the Plaintiff, Bowen Investments, under the franchise agreement. These funds were immediately paid upon notice to the Plaintiff which cured the default.
4. The corporation received a default notice in November of 2003, again concerning non-payment of a September bill. This bill was paid shortly thereafter. See attachments.
5. The Defendants' corporation has not received any notice of defaults on payments since that time.
6. The Plaintiffs' issued a notice of default concerning an outside appearance at the Honey Dew Donuts® in Warwick, Rhode Island. This site inspection had occurred in April of 2003.

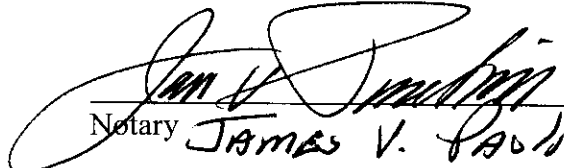
7. This appearance deficiency was immediately corrected and I have enclosed the site inspections since April 2003 showing that all inspections had in fact been passed.
8. In November of 2003 the Plaintiffs had no reason to issue the notice of default concerning the appearance, in light of the fact that it had been corrected within the five days allocated in April 2003. Moreover, all inspections concerning the site have given us a "good" or "outstanding" appearance rating since that time.
9. The corporation pays, on a weekly basis, franchise fees to the Plaintiff, based on sales.
10. These payments are made on a weekly basis.
11. The Honey Dew Donuts® presently employs several employees and is operational.
12. The issuing of a restraining order, shutting down the Honey Dew Donuts® would be devastating to the business.

I Roger Spina, under oath, depose that the above statement is true to my best knowledge and belief.


Roger Spina, CPA

STATE OF RHODE ISLAND
COUNTY OF Kent

In said county, on this 10th day of January, 2004, before me personally appeared ROGER SPINA, to me known and known by me to be the persons executing the foregoing and they acknowledged said instrument by them executed to be their free act and deed.


Notary JAMES V. PAULINO

My Commission Expires: 9-21-2006

UNITED STATES DISTRICT COURT
FOR THE DISTRICT OF MASSACHUSETTS

BOWEN INVESTMENT, INC. and
HONEY DEW ASSOCIATES,
INC.

Plaintiffs,

v.

C.A. No. 03-12509-PBS

S.G.B., LTD.,
GUY BISSENETTE,
GARY GREAVES, and
ROGER A. SPINA,
Defendants.

CERTIFICATE OF SERVICE

I, James V. Paolino, hereby certify that Defendant's Objection to Plaintiffs' Motion for Preliminary Injunction was served this day via first class mail and United Parcel Services, postage prepaid, upon counsel for plaintiffs Bowen Investment, Inc. and Honey Dew Associates, Inc., Janell E. DeGennaro, Jack Mikels & Associates, One Batterymarch Park, Suite 309, Quincy, Massachusetts 02169-7454.

Signed under the pains of penalties of perjury this 15th day of January 2004.


James V. Paolino



PERSONAL MONEY ORDER

353878577

Memo

Issued by Integrated Payment Systems Inc., Englewood, Colorado
Payable at Wells Fargo Bank Grand Junction - Downtown, N.A., Grand Junction, Colorado 82-40/1021

NOV 04, 03

NOT VALID OVER \$1000

Date

NOTE: THE PURCHASER OF THIS MONEY ORDER AGREES TO INSERT IN INK, THE PAYEE'S NAME AND ADDRESS, AND ASSUMES ALL RESPONSIBILITY FOR ALL EVENTS MADE POSSIBLE BY FAILURE TO DO SO.

PAY

TO THE ORDER OF

*****1 DOLLARS AND 17 CENTS*****

WELLS FARGO BANK, INC.

NON-NEGOTIABLE

SIGNATURE

CUSTOMER COPY

STREET ADDRESS

0001.TU

STREET ADDRESS

CITY / STATE / ZIP

03 101 61

BRISTOL BRANCH

RETAIN THIS COPY FOR YOUR RECORDS



PERSONAL MONEY ORDER

353878579

Memo

Issued by Integrated Payment Systems Inc., Englewood, Colorado
Payable at Wells Fargo Bank Grand Junction - Downtown, N.A., Grand Junction, Colorado 82-40/1021

NOV 04, 03

NOT VALID OVER \$1000

Date

NOTE: THE PURCHASER OF THIS MONEY ORDER AGREES TO INSERT IN INK, THE PAYEE'S NAME AND ADDRESS, AND ASSUMES ALL RESPONSIBILITY FOR ALL EVENTS MADE POSSIBLE BY FAILURE TO DO SO.

PAY

TO THE ORDER OF

Bowen Investment Inc.

NON-NEGOTIABLE

SIGNATURE

CUSTOMER COPY

STREET ADDRESS

0014.TU

STREET ADDRESS

CITY / STATE / ZIP

03 101 61

BRISTOL BRANCH

RETAIN THIS COPY FOR YOUR RECORDS



PERSONAL MONEY ORDER

353878578

Memo

Issued by Integrated Payment Systems Inc., Englewood, Colorado
Payable at Wells Fargo Bank Grand Junction - Downtown, N.A., Grand Junction, Colorado 82-40/1021

NOV 04, 03

NOT VALID OVER \$1000

Date

NOTE: THE PURCHASER OF THIS MONEY ORDER AGREES TO INSERT IN INK, THE PAYEE'S NAME AND ADDRESS, AND ASSUMES ALL RESPONSIBILITY FOR ALL EVENTS MADE POSSIBLE BY FAILURE TO DO SO.

PAY

TO THE ORDER OF

WELLS FARGO BANK, INC.

NON-NEGOTIABLE

SIGNATURE

CUSTOMER COPY

STREET ADDRESS

0014.TU

STREET ADDRESS

CITY / STATE / ZIP

03 101 61

BRISTOL BRANCH

RETAIN THIS COPY FOR YOUR RECORDS

09/20/03

Bowen Investment, Inc.	\$ 831.17	Franchise Fee Rent 200 Wily Service Fee
Honey Dew Ad Fund	\$ 168.31	
Bowen Investment, Inc.	\$ 105.55	Prop tax
<hr/>		
	\$1,105.03	

95 - 100: OUTSTANDING

90-94: GOOD

85 - 89: POOR

84 - BELOW: F

"HONEY DEW DONUTS"**SUMMARY REPORT**

DATE

3:15pm

TIME

4-13-02

STORE# LOCATION TOTAL SCORE

Providence St.

SHOPPER

KB

ID#

89

EXTERIOR:

(21 POINTS) (1 POINT EA.) (NOTES:)

OUTSIDE SIGNAGE:

CLEAN
SIGNAGE MAINTAINED
SIGN LIT (WORKING ORDER)
NO SMOKING SIGNS

YES NO
YES NO
YES NO
YES NO

PARKING LOT:

ADEQUATE LIGHTING
LITTER FREE
HANDICAPPED PARKING
ADEQUATE SPACES
STRIPED / GOOD REPAIR

YES NO
YES NO
YES NO
YES NO
YES NO

LANDSCAPE CONDITIONS:

FREE OF REFUSE
GROUNDS MAINTAINED
CONTAINERS MAINTAINED
BUTT RECEPTACLES CLEAN
DRIVE THRU MENU:
CLEAN / READABLE
COMPLETELY LIT
ALL PRICE POINTS LISTED

YES NO
YES NO
YES NO
YES NO
YES NO
YES NO
YES NO
YES NO

BACK DOOR:

CLOSED / LOCKED
CLEAN

YES NO
YES NO
YES NO

WINDOWS:

ADEQUATE LIGHTING
CLEAN
FREE OF CLUTTER

YES NO
YES NO
YES NO

TOTAL POINTS: 18

INTERIOR:

(32 POINTS) (1 POINT EA.) (NOTES:)

FLOORS:

CLEAN / POLISHED
HAZARD FREE

YES NO
YES NO

RESTROOMS:

EASILY IDENTIFIED
FLOORS CLEAN

YES NO
YES NO

SINK CLEAN

YES NO

COMMODOE CLEAN

YES NO

HAND SOAP SUPPLIED

YES NO

PAPER GOODS

YES NO

NO OFFENSIVE ODORS

YES NO

CUSTOMER SEATING:

TABLES / SEATS CLEAN
FLOOR UNDER TABLES CLEAN

YES NO
YES NO

FREE OF DEBRIS

YES NO

WINDOW SILLS CLEAN

YES NO

MENU BOARD:

CLEAN
COMPLETELY LIT

YES NO
YES NO

PRICE POINTS CURRENT

YES NO

NO VACANT SPOTS

YES NO

EASILY UNDERSTOOD

YES NO

SPECIALS IDENTIFIED

YES NO

TRASH RECEPTACLES:

CLEAN
ADEQUATE AMOUNT OF RECEPTACLES

YES NO
YES NO

CEILING LIGHTING:

ALL LIGHTS LIT
FIXTURES CLEAN

YES NO
YES NO

ATMOSPHERE:

TEMP COMFORTABLE
SMELL / FRESH COFFEE

YES NO
YES NO

FRIENDLY ATMOSPHERE

YES NO

KITCHEN VIEW:

CLEAN & NEAT
NO UNAUTHORIZED PERSON

YES NO
YES NO

COFFEE STATION AREA:

CLEAN
NEAT & ORDERLY

YES NO
YES NO

GATE CLOSED

YES NO

FRESH COFFEE MADE

YES NO

TOTAL POINTS: 37

PRESENTATION: (17 POINTS)**TAKE OUT STATIONS / BACK BAR**

CLEAN
STOCKED

YES NO
YES NO

DONUT CASE / FANCY CASE:

LABELS CLEAN / GOOD REPAIR
CONSISTENT

YES NO
YES NO

(MATCH COLOR / ALIGN W/PROD)

YES NO

STOCKED

YES NO

CASE CLEAN

YES NO

BASKETS / TRAYS - CLEAN LINERS

YES NO

PROPERLY ALIGNED

YES NO

SERVICE

COMPLETE UNIFORM
NEAT & CLEAN

YES NO
YES NO

HAIR RESTRAINTS

YES NO

INTEGRITY:

(30 POINTS) (3 POINTS EA.) (NOTES:)

CASH:

ALL CASH SECURED / CASH REGISTER
NO BANK BUILDING

YES NO
YES NO

REGISTERED SALE

YES NO

DRAWER KEPT CLOSED

YES NO

PLACING MONEY IN TIP CUP

YES NO

NO CASHING IN TIPS

YES NO

ACTIVITIES:

"HONEY DEW PERSONNEL"
BEHIND COUNTER ONLY

YES NO
YES NO

ALL PRODUCTS PAID FOR
PHONE USED BUSINESS ONLY

YES NO
YES NO

"ABSENCE OF LOITERING
IN STORE"

YES NO

TOTAL POINTS: 12

COMMENTS:

- OK selection - very good
for donuts, e.
for pasty / e.

CUSTOMER SERVICE:

FRIENDLY GREETING
FAST SERVICE

YES NO
YES NO

FILLED ORDER CORRECTLY
SUGGESTED SELLING

YES NO
YES NO

CORRECT CHANGE
THANKED

YES NO
YES NO

TOTAL POINTS: 12

PRODUCT / FRESHNESS & TASTE:

Good

"For further comments, please..."

95 - 100: OUTSTANDING

90 - 94: GOOD

85 - 89: POOR

84 - BELOW: F

"HONEY DEW DONUTS" SUMMARY REPORT

DATE

TIME

STORE LOCATION TOTAL SCORE

SHOPPER

ID#

5:30pm Providence St. Worcester MA 108 19

EXTERIOR:

(21 POINTS)

(1 POINT EACH) (NOTES)

OUTSIDE SIGNAGE:

CLEAN

SIGNAGE MAINTAINED

SIGN LIT (WORKING ORDER)

NO SMOKING SIGNS

YES

NO

YES

NO

YES

NO

YES

NO

LANDSCAPE CONDITIONS:

FREE OF REFUSE

GROUNDS MAINTAINED

CONTAINERS MAINTAINED

BUTT RECEPTACLES CLEAN

DRIVE THRU MENU:

CLEAN / READABLE

COMPLETELY LIT

ALL PRICE POINTS LISTED

YES

NO

YES

NO

YES

NO

YES

NO

YES

NO

YES

NO

YES

NO

YES

NO

PARKING LOT:

ADEQUATE LIGHTING

LITTER FREE

HANDICAPPED PARKING

ADEQUATE SPACES

STRIPED / GOOD REPAIR

YES

NO

YES

NO

YES

NO

YES

NO

YES

NO

BACK DOOR:

CLOSED / LOCKED

CLEAN

ADEQUATE LIGHTING

YES

NO

YES

NO

YES

NO

WINDOWS:

CLEAN

FREE OF CLUTTER

YES

NO

YES

NO

TOTAL POINTS: 19

INTERIOR:

(32 POINTS)

(1 POINT EACH) (NOTES)

FLOORS:

CLEAN / POLISHED

HAZARD FREE

RESTROOMS:

EASILY IDENTIFIED

FLOORS CLEAN

SINK CLEAN

COMMODOE CLEAN

HAND SOAP SUPPLIED

PAPER GOODS

NO OFFENSIVE ODORS

CUSTOMER SEATING:

TABLES / SEATS CLEAN

FLOOR UNDER TABLES CLEAN

FREE OF DEBRIS

WINDOW SILLS CLEAN

MENU BOARD:

CLEAN

COMPLETELY LIT

PRICE POINTS CURRENT

NO VACANT SPOTS

EASILY UNDERSTOOD

SPECIALS IDENTIFIED

YES

NO

YES

NO

YES

NO

YES

NO

YES

NO

YES

NO

YES

NO

YES

NO

YES

NO

YES

NO

YES

NO

YES

NO

YES

NO

YES

NO

YES

NO

YES

NO

YES

NO

YES

NO

YES

NO

YES

NO

YES

NO

TRASH RECEPTACLES:

CLEAN

ADEQUATE AMOUNT OF

RECEPTACLES

YES

NO

YES

NO

CEILING LIGHTING:

*ALL LIGHTS LIT

FIXTURES CLEAN

YES

NO

YES

NO

ATMOSPHERE:

TEMP COMFORTABLE

SMELL / FRESH COFFEE

FRIENDLY ATMOSPHERE

YES

NO

YES

NO

YES

NO

KITCHEN VIEW:

CLEAN & NEAT

NO UNAUTHORIZED PERSON

YES

NO

YES

NO

COFFEE STATION AREA:

CLEAN

HEAT & ORDERLY

GATE CLOSED

FRESH COFFEE MADE

YES

NO

YES

NO

YES

NO

YES

NO

TOTAL POINTS: 30

PRESENTATION:

(17 POINTS)

(1 POINT EACH) (NOTES)

TAKE OUT STATIONS / BACK BAR

CLEAN

STOCKED

DONUT CASE / FANCY CASE:

LABELS CLEAN / GOOD REPAIR

CONSISTENT

(MATCH COLOR / ALIGN W/PROD)

STOCKED

CASE CLEAN

BASKETS / TRAYS - CLEAN LINERS

PROPERLY ALIGNED

SERVICE**ASSOCIATES:**

COMPLETE UNIFORM

NEAT & CLEAN

HAIR RESTRAINTS

YES

NO

YES

NO

YES

NO

YES

NO

YES

NO

YES

NO

YES

NO

YES

NO

YES

NO

YES

NO

YES

NO

YES

NO

YES

NO

YES

NO

YES

NO

COMMENTS:

not having parking to choose from

CUSTOMER SERVICE:

FRIENDLY GREETING

FAST SERVICE

FILLED ORDER CORRECTLY

SUGGESTED SELLING

CORRECT CHANGE

THANKED

YES

NO

YES

NO

YES

NO

YES

NO

YES

NO

YES

NO

TOTAL POINTS: 14

INTEGRITY:**CASH:**

ALL CASH SECURED / CASH REGISTERED

NO BANK BUILDING

REGISTERED SALE

DRAWER KEPT CLOSED

PLACING MONEY IN TIP CUP

NO CASHING IN TIPS

YES

NO

YES

NO

YES

NO

YES

NO

YES

NO

YES

NO

CYTES:

HONEY DEW PERSONNEL

BEHIND COUNTER ONLY

ALL PRODUCTS PAID FOR

PHONE USED BUSINESS ONLY

"ABSENCE OF LOITERING

IN STORE"

YES

NO

YES

NO

YES

NO

YES

NO

YES

NO

TOTAL POINTS: 30

"For further comments please use reverse side."

DATE 7-27-03 TIME 1:30pm STORE LOCATION PROVIDENCE STREET K3 (Wendy)

"HONEY DEW DONUTS" SUMMARY REPORT

DATE 7-27-03 TIME 1:30pm STORE LOCATION PROVIDENCE STREET K3 (Wendy)

EXTERIOR:	(21 POINTS)	(1 POINT EA.)	(NOTES)
OUTSIDE SIGNAGE:			
CLEAN	YES	NO	
SIGNAGE MAINTAINED	YES	NO	
SIGN LIT (WORKING ORDER)	YES	NO	
NO SMOKING SIGNS	YES	NO	
LANDSCAPE CONDITIONS:			
FREE OF REFUSE	YES	NO	
GROUNDS MAINTAINED	YES	NO	
CONTAINERS MAINTAINED	YES	NO	
BUTT RECEPTACLES CLEAN	YES	NO	
DRIVE THRU MENU:			
CLEAN / READABLE	YES	NO	
COMPLETELY LIT	YES	NO	
ALL PRICE POINTS LISTED	YES	NO	
PARKING LOT:			
ADEQUATE LIGHTING	YES	NO	
LITTER FREE	YES	NO	
HANDICAPPED PARKING	YES	NO	
ADEQUATE SPACES	YES	NO	
STRIPPED / GOOD REPAIR	YES	NO	
BACK DOOR:			
CLOSED / LOCKED	YES	NO	
CLEAN	YES	NO	
ADEQUATE LIGHTING	YES	NO	
WINDOWS:			
CLEAN	YES	NO	
FREE OF CLUTTER	YES	NO	
TOTAL POINTS:	19		

INTERIOR:	(32 POINTS)	(1 POINT EA.)	(NOTES)
FLOORS:			
CLEAN / POLISHED	YES	NO	
HAZARD FREE	YES	NO	
RESTROOMS:			
EASILY IDENTIFIED	YES	NO	
FLOORS CLEAN	YES	NO	
SINK CLEAN	YES	NO	
COMMODOE CLEAN	YES	NO	
HAND SOAP SUPPLIED	YES	NO	
PAPER GOODS	YES	NO	
NO OFFENSIVE ODORS	YES	NO	
CUSTOMER SEATING:			
TABLES / SEATS CLEAN	YES	NO	
FLOOR UNDER TABLES CLEAN	YES	NO	
FREE OF DEBRIS	YES	NO	
WINDOW SILLS CLEAN	YES	NO	
MENU BOARD:			
CLEAN	YES	NO	
COMPLETELY LIT	YES	NO	
PRICE POINTS CURRENT	YES	NO	
NO VACANT SPOTS	YES	NO	
EASILY UNDERSTOOD	YES	NO	
SPECIALS IDENTIFIED	YES	NO	
TRASH RECEPTACLES:			
CLEAN	YES	NO	
ADEQUATE AMOUNT OF RECEPTACLES	YES	NO	
CEILING LIGHTING:			
ALL LIGHTS LIT	YES	NO	
FIXTURES CLEAN	YES	NO	
ATMOSPHERE:			
TEMP COMFORTABLE	YES	NO	
SMELL / FRESH COFFEE	YES	NO	
FRIENDLY ATMOSPHERE	YES	NO	
KITCHEN VIEW:			
CLEAN & NEAT	YES	NO	
NO UNAUTHORIZED PERSON	YES	NO	
COFFEE SEATING AREA:			
CLEAN	YES	NO	
NEAT & ORDERLY	YES	NO	
GATE CLOSED	YES	NO	
FRESH COFFEE MADE	YES	NO	
TOTAL POINTS:	32		

PRESENTATION:	(17 POINTS)	(1 POINT EA.)	(NOTES)
TAKE OUT STATIONS / BACK BAR:			
CLEAN	YES	NO	
STOCKED	YES	NO	
DONUT CASE / FANCY CASE:			
LABELS CLEAN / GOOD REPAIR	YES	NO	
CONSISTENT	YES	NO	
(MATCH COLOR / ALIGN W/PROD)	YES	NO	
STOCKED	YES	NO	
CASE CLEAN	YES	NO	
BASKETS / TRAYS - CLEAN LINERS	YES	NO	
PROPERLY ALIGNED	YES	NO	
SERVICE:			
ASSOCIATES:			
COMPLETE UNIFORM	YES	NO	
NEAT & CLEAN	YES	NO	
HAIR RESTRAINTS	YES	NO	
COMMENTS:			good selection of donuts + pastries
CUSTOMER SERVICE:			
FRIENDLY GREETING	YES	NO	
FAST SERVICE	YES	NO	
FILLED ORDER CORRECTLY	YES	NO	
SUGGESTED SELLING	YES	NO	
CORRECT CHANGE	YES	NO	
THANKED	YES	NO	
TOTAL POINTS:	15		

INTEGRITY:	(30 POINTS)	(1 POINT EA.)	(NOTES)
CASH:			
ALL CASH SECURED / CASH REGISTER	YES	NO	
NO BANK BUILDING	YES	NO	
REGISTERED SALE	YES	NO	
DRAWER KEPT CLOSED	YES	NO	
PLACING MONEY IN TIP CUP	YES	NO	
NO CASHING IN TIPS	YES	NO	
ACTIVITIES:			
"HONEY DEW PERSONNEL"			
1. BEHIND COUNTER ONLY	YES	NO	
2. ALL PRODUCTS PAID FOR	YES	NO	
3. ONE USE / BUSINESS ONLY	YES	NO	
4. NO LOTTERY	YES	NO	
5. NO "LOVE"	YES	NO	
TOTAL POINTS:	30		

PRODUCT / FRESHNESS & TASTE: good

"For further comments please use reverse side."

95 - 100: OUTSTANDING

90 - 94: GOOD

85 - 89: POOR

84 - BELOW: F

"HONEY DEW DONUTS" SUMMARY REPORT

DATE

TIME

STORE LOCATION TOTAL SCORE

SUPPORTER

ID#

8/23

2:45 pm

Providence Street / Warwick

KR

90

EXTERIOR:

(12 POINTS)

(1 POINT EACH) (NOTES)

OUTSIDE SIGNAGE:

CLEAN

YES

NO

SIGNAGE MAINTAINED

YES

NO

SIGN LIT (WORKING ORDER)

YES

NO

NO SMOKING SIGNS

YES

NO

LANDSCAPE CONDITIONS:

FREE OF REFUSE

YES

NO

GROUNDS MAINTAINED

YES

NO

CONTAINERS MAINTAINED

YES

NO

BUTT RECEPTACLES CLEAN

YES

NO

DRIVE THRU MENU:

CLEAN / READABLE

YES

NO

COMPLETELY LIT

YES

NO

ALL PRICE POINTS LISTED

YES

NO

NO COMMENT

CARDS

a lot of

ag-bats

- 1 f bash

in pkg.

lot and

in landscaping

PARKING LOT:

ADEQUATE LIGHTING

YES

NO

LITTER FREE

YES

NO

HANDICAPPED PARKING

YES

NO

ADEQUATE SPACES

YES

NO

STRIPED / GOOD REPAIR

YES

NO

BACK DOOR:

CLOSED / LOCKED

YES

NO

CLEAN

YES

NO

ADEQUATE LIGHTING

YES

NO

WINDOWS:

CLEAN

YES

NO

FREE OF CLATTER

YES

NO

TOTAL POINTS:

19

INTERIOR:

(32 POINTS)

(1 POINT EACH) (NOTES)

FLOORS:

CLEAN / POLISHED

YES

NO

HAZARD FREE

YES

NO

RESTROOMS:

EASILY IDENTIFIED

YES

NO

FLOORS CLEAN

YES

NO

SINK CLEAN

YES

NO

COMMODOE CLEAN

YES

NO

HAND SOAP SUPPLIED

YES

NO

PAPER GOODS

YES

NO

NO OFFENSIVE ODORS

YES

NO

CUSTOMER SEATING:

TABLES / SEATS CLEAN

YES

NO

FLOOR UNDER TABLES CLEAN

YES

NO

FREE OF DEBRIS

YES

NO

WINDOW SILLS CLEAN

YES

NO

MENU BOARD:

CLEAN

YES

NO

COMPLETELY LIT

YES

NO

PRICE POINTS CURRENT

YES

NO

NO VACANT SPOTS

YES

NO

EASILY UNDERSTOOD

YES

NO

SPECIALS IDENTIFIED

YES

NO

TRASH RECEPTACLES:

CLEAN

YES

NO

ADEQUATE AMOUNT OF

YES

NO

RECEPTACLES

YES

NO

CeILING LIGHTING:

ALL LIGHTS LIT

YES

NO

FIXTURES CLEAN

YES

NO

ATMOSPHERE:

TEMP COMFORTABLE

YES

NO

SMELL / FRESH COFFEE

YES

NO

FRIENDLY ATMOSPHERE

YES

NO

KITCHEN VIEW:

CLEAN & NEAT

YES

NO

NO UNAUTHORIZED PERSON

YES

NO

COFFEE STATION AREA:

CLEAN

YES

NO

NEAT & ORDERLY

YES

NO

GATE CLOSED

YES

NO

FRESH COFFEE MADE

YES

NO

TOTAL POINTS:

32

PRESENTATION:

(17 POINTS)

(1 POINT EACH) (NOTES)

TAKE OUT STATIONS / BACK BAR

CLEAN

YES

NO

STOCKED

YES

NO

DONUT CASE / FANCY CASE:

LABELS CLEAN / GOOD REPAIR

YES

NO

CONSISTENT

YES

NO

(MATCH COLOR / ALIGN W/PROD)

YES

NO

STOCKED

YES

NO

CASE CLEAN

YES

NO

BASKETS / TRAYS - CLEAN LINERS

YES

NO

PROPERLY ALIGNED

YES

NO

SERVICE**ASSOCIATES:**

COMPLETE UNIFORM

YES

NO

NEAT & CLEAN

YES

NO

HAIR RESTRAINTS

YES

NO

waitress

- 2 w/o

flat

COMMENTS:

pushing case only 1/2 full -

not too many to check

CUSTOMER SERVICE:

FRIENDLY GREETING

YES

NO

FAST SERVICE

YES

NO

FILLED ORDER CORRECTLY

YES

NO

SUGGESTED SELLING

YES

NO

CORRECT CHANGE

YES

NO

THANKED

YES

NO

TOTAL POINTS:

12

INTEGRITY:

(32 POINTS)

(1 POINT EACH) (NOTES)

CASH:

ALL CASH SECURED / CASH REGISTER

YES

NO

NO BANK BUILDING

YES

NO

REGISTERED SALE

YES

NO

DRAWER KEPT CLOSED

YES

NO

PLACING MONEY IN TIP CUP

YES

NO

NO CASHING IN TIPS

YES

NO

slow service

because

waitress

on phone

ACTIVITIES:

"HONEY DEW PER"

BEHIND COUNTER ONLY

YES

NO

ALL PRODUCTS PAID FOR

YES

NO

PHONE USED BUSINESS ONLY

YES

NO

"AGENCY OF LOTTERING

YES

NO

IN STORE"

YES

NO

TOTAL POINTS:

27

PRODUCT / FRESHNESS & TASTE:

"For further comments please use reverse side."

COMMENT CARDS
WARWICK STORE #R35
STORE REP - BOB

[illegible]

Honey Dew Donuts Shop Visitation Report

Shop Address:	Date:	Time:
Exterior	Acceptable	Unacceptable
Parking Lot (clean & striped)		
Lights & Signs (clean, working)		✓
Walks (clean, free of ice & debris)		✓
Curbs (swept)	✓	
Trash Receptacles (clean & covered)	✓	
Windows & Sills (clean)	✓	
Dumpster Area (clean, closed)	✓	
Dining Room		
Tables & Chairs (clean)	✓	
Trash Receptacles (clean, empty)	✓	
Napkin & Condiment Holders (HD logo)	✓	
Floors & Baseboards (clean)	✓	
Ceiling, Lights & Vents (clean)	✓	
Rest Rooms		
Trash Receptacles (clean, empty)	✓	★
Mirrors (clean, no streaks)	✓	
Toilets (clean, odor free)	✓	
Sink (clean, hot water)	✓	
Towels, Hand Dryer	✓	
Toilet Paper	✓	
Floors & Baseboards (clean)	✓	
Ceiling, Lights & Vents	✓	
Service/Counter Area		
Register Area (clean, organized)		
Crew in Uniform (proper uniform, clean)		✓
Crew Attitude & Customer Service	✓	
Counters and Woodwork	✓	
Menuboards (clean, lit, proper pricing)	✓	
Stock Shelves (clean, organized)	✓	✓
Work surfaces	✓	
Reach in Coolers (clean, stocked)	✓	
Equipment & Stainless	✓	
Coffee Equipment (coffee weight)	✓	
Sanitizing Bucket & Cloths	✓	
Sinks	✓	✓
Product levels	✓	
Display Cases (condition, lights, labels)	✓	✓

All items must be in good repair and in working condition.

★ LANDSCAPING NEEDS TO BE DONE
 ★ Broken SIGN NOT WORKING
 ★ Broken Box in front room ??

5/29/03
 RTH 35
 Stocked
 Bath Room
 INSIDE

OUTD UNIFORM
 INS HATS
 INSIDE

NOT being USED

WATER OUT IN ALL

CASES

Honey Dew Donuts Shop Visitation Report

Shop Address:	Date:	Time:
Exterior	Acceptable	Unacceptable
Parking Lot (clean & striped)		
Lights & Signs (clean, working)		✓
Walks (clean, free of ice & debris)		✓
Curbs (swept)	✓	
Trash Receptacles (clean & covered)	✓	
Windows & Sills (clean)	✓	
Dumpster Area (clean, closed)	✓	
Dining Room		
Tables & Chairs (clean)	✓	
Trash Receptacles (clean, empty)	✓	
Napkin & Condiment Holders (HD logo)	✓	
Floors & Baseboards (clean)	✓	
Ceiling, Lights & Vents (clean)	✓	
Rest Rooms		
Trash Receptacles (clean, empty)	✓	
Mirrors (clean, no streaks)	✓	
Toilets (clean, odor free)	✓	
Sink (clean, hot water)	✓	
Towels, Hand Dryer	✓	
Toilet Paper	✓	
Floors & Baseboards (clean)	✓	
Ceiling, Lights & Vents	✓	
Service/Counter Area		
Register Area (clean, organized)	✓	
Crew in Uniform (proper uniform, clean)	✓	
Crew Attitude & Customer Service	✓	
Counters and Woodwork	✓	
Menuboards (clean, lit, proper pricing)	✓	
Stock Shelves (clean, organized)	✓	
Work surfaces	✓	
Reach in Coolers (clean, stocked)	✓	
Equipment & Stainless	✓	
Coffee Equipment (coffee weight)	✓	
Sanitizing Bucket & Cloths	✓	
Sinks	✓	
Product levels	✓	
Display Cases (condition, lights, labels)	✓	

R# 35

Perov. Jt

10:38

A.

6/16

-Tape

FOOD + PAPER
CUPS IN BATHROOM

OLD SHIRT - NO HAT

Empty cooler!

Not being used

Lites out!

All items must be in good repair and in working condition.

★ OUTSIDE SIGN DAMAGE + Rust
 ★ OUTSIDE MENU - PAPER SIGNS AND TAPE
 as Parking Lot HADN'T to L.P. (PAC COATED)

95 - 100: OUTSTANDING

90 - 94: GOOD

85 - 89: POOR

84 - BELOW: F

"HONEY DEW DONUTS" SUMMARY REPORT

DATE: 2-23-03 TIME: 3:00pm

STORE LOCATION: Providence St. - Warwick

SHOOTER: RA

HUB

93

EXTERIOR:

(12 POINTS)

(1 POINT EACH) (NOTES)

OUTSIDE SIGNAGE:

CLEAN
SIGNAGE MAINTAINED
SIGN LIT (WORKING ORDER)
NO SMOKING SIGNS

YES NO
YES NO
YES NO
YES NO

PARKING LOT:

ADEQUATE LIGHTING
LITTER FREE
HANDICAPPED PARKING
ADEQUATE SPACES
STRIPPED / GOOD REPAIR

YES NO
YES NO
YES NO
YES NO
YES NO

LANDSCAPE CONDITIONS:

FREE OF REFUSE
GROUNDS MAINTAINED
CONTAINERS MAINTAINED
BUTT RECEPTACLES CLEAN
DRIVE THRU MENU:
CLEAN / READABLE
COMPLETELY LIT
ALL PRICE POINTS LISTED

YES NO
YES NO
YES NO
YES NO
YES NO
YES NO
YES NO

BACK ROOM:

CLOSED / LOCKED
CLEAN
ADEQUATE LIGHTING
WINDOW:
CLEAN
FREE OF CLUTTER

YES NO
YES NO
YES NO
YES NO
YES NO

TOTAL POINTS: 21

INTERIOR:

(32 POINTS)

(1 POINT EACH) (NOTES)

FLOORS:

CLEAN / POLISHED

YES NO
YES NO

HAZARD FREE

RESTROOMS:

EASILY IDENTIFIED

YES NO
YES NO

FLOORS CLEAN

YES NO
YES NO

SINK CLEAN

YES NO
YES NO

COMMODOE CLEAN

YES NO
YES NO

HAND SOAP SUPPLIED

YES NO
YES NO

PAPER GOODS

YES NO
YES NO

NO OFFENSIVE ODORS

CUSTOMER SEATING:

TABLES / SEATS CLEAN

YES NO
YES NO

FLOOR UNDER TABLES CLEAN

YES NO
YES NO

FREE OF DEBRIS

YES NO
YES NO

WINDOW SILLS CLEAN

YES NO
YES NO

MENUBOARD:

CLEAN

YES NO
YES NO

COMPLETELY LIT

YES NO
YES NO

PRICE POINTS CURRENT

YES NO
YES NO

NO VACANT SPOTS

YES NO
YES NO

EASILY UNDERSTOOD

YES NO
YES NO

SPECIALS IDENTIFIED

TRASH RECEPTACLES:

CLEAN
ADEQUATE AMOUNT OF
RECEPTACLES

YES NO
YES NO

CEILING LIGHTING:

ALL LIGHTS LIT
FIXTURES CLEAN

YES NO
YES NO

ATMOSPHERE:

TEMP COMFORTABLE
SMELL / FRESH COFFEE
FRIENDLY ATMOSPHERE

YES NO
YES NO
YES NO

KITCHEN VIEW:

CLEAN & HEAT
NO UNAUTHORIZED PERSON

YES NO
YES NO

COFFEE STATION AREA:

CLEAN
HEAT & ORDERLY
GATE CLOSED
FRESH COFFEE MADE

YES NO
YES NO
YES NO
YES NO

TOTAL POINTS: 31

PRESENTATION: (17 POINTS)

(1 POINT EACH) (NOTES)

TAKE OUT STATIONS / BACKBAR

CLEAN

YES NO
YES NO

STOCKED

YES NO
YES NO

DONUT CASE / FANCY CASE:

LABELS CLEAN / GOOD REPAIR

YES NO
YES NO

CONSISTENT

YES NO
YES NO

(MATCH COLOR / ALIGN W/PROD)

YES NO
YES NO

STOCKED

YES NO
YES NO

CASE CLEAN

YES NO
YES NO

BASKETS / TRAYS - CLEAN LINERS

YES NO
YES NO

PROPERLY ALIGNED

YES NO
YES NO

SERVICE**ASSOCIATES:**

COMPLETE UNIFORM

YES NO
YES NO

NEAT & CLEAN

YES NO
YES NO

HAIR RESTRAINTS

YES NO
YES NO

COMMENTS:

~ Good selection of Donuts
~ Limited sel. of Pastry
~ cont. Ras. Stock (ask abt)
~ stale

CUSTOMER SERVICE:

FRIENDLY GREETING
FAST SERVICE
FILLED ORDER CORRECTLY
SUGGESTED SELLING
CORRECT CHANGE
THANKED

YES NO
YES NO
YES NO
YES NO
YES NO

TOTAL POINTS: 21

INTEGRITY:

(3 POINTS)

(3 POINTS EACH) (NOTES)

CASH:

ALL CASH SECURED / CASH REGISTER

YES NO
YES NO

NO BANK BUILDING

YES NO
YES NO

REGISTERED SALE

YES NO
YES NO

DRAWER KEPT CLOSED

YES NO
YES NO

PLACING MONEY IN TIP CUP

YES NO
YES NO

NO CASHING IN TIPS

ACTIVITIES:

"HONEY DEW PERSONNEL"
BEHIND COUNTER ONLY
ALL PRODUCT... OR
PHONE USED BUSINESS ONLY
ABSENCE OF LOITERING
IN STORE

YES NO
YES NO
YES NO
YES NO
YES NO

PRODUCT / FRESHNESS & TASTE:

Good

TOTAL POINTS: 30

For further comments please use reverse side.

**HONEY DEW DONUTS
345 PROVIDENCE ST, WARWICK
SHOP REVIEW**

DATE OF SHOP: 2/23/03

TIME OF SHOP: 5:14 AM

STATION SHOPPED: Counter

PERSONNEL:

Employee #1: White male, average height and build, short brown hair.

EMPLOYEE DRESS CODE:

The employee was neat in appearance, and well groomed. Employee was not wearing a hat or visor.

STAFFING:

Staffing was adequate for the customer traffic observed. There was one employee on duty.

STOCK CONDITIONS:

The coolers were stocked.

PRICES:

The prices were consistent with the menu and previous visits.

CUSTOMER SERVICE:

Upon entering the store, I approached the counter and was greeted by employee #1. He asked if he could help me and I ordered a small coffee and donut. He promptly served the coffee and donut. He asked me if I would like anything else. I told him I was all set. He rang in my transaction, took my money and returned the proper change.

Employee #1 was professional, polite and pleasant in his manner.

**HONEY DEW DONUTS
345 PROVIDENCE STREET, WARWICK
SHOP REVIEW**

QUALITY:

The coffee was fresh, hot and prepared as requested; the temperature of the coffee was 150 degrees.

SALES/PROPER REGISTER PROCEDURE:

All sales observed appeared to be properly and promptly rung into the register.

FACILITY:

Parking Lot: The parking lot was clean and free of hazards.

Entry: The entry was clean and presentable with no obstructions.

Floors: The floors needed clean and free of debris. No safety hazards were observed.

Counter and Tables: The tables and counter were clean and wiped down.

Room Temperature: The room temperature was comfortable.

Exterior Lighting: The exterior lighting was on.

Interior Lighting: The interior lighting was on.

Restroom: N/A.

MISCELLANEOUS:

Customer Traffic: Customer traffic was light.

Customer Comments: No pertinent comments were heard.

Employee Consumption: No employee consumption was observed.

95 - 100: OUTSTANDING

90 - 94: GOOD

85 - 89: POOR

84 - BELOW: F

"HONEY DEW DONUTS" SUMMARY REPORT

DATE

TIME

STORE# LOCATION TOTAL SCORE

SHOPPER

ID#

1/15/04 1:55 pm Providence street KB 94

EXTERIOR:

(12 POINTS)

(1 POINT EACH NOTE)

OUTSIDE SIGNAGE:

CLEAN

YES NO

SIGNAGE MAINTAINED

YES NO

SIGN LIT (WORKING ORDER)

YES NO

NO SMOKING SIGNS

YES NO

LANDSCAPE CONDITIONS:

FREE OF REFUSE

YES NO

GROUNDS MAINTAINED

YES NO

CONTAINERS MAINTAINED

YES NO

BUTT RECEPTACLES CLEAN

YES NO

DRIVE THRU MENU:

CLEAN / READABLE

YES NO

COMPLETELY LIT

YES NO

ALL PRICE POINTS LISTED

YES NO

PARKING LOT:

ADEQUATE LIGHTING

YES NO

LITTER FREE

YES NO

HANDICAPPED PARKING

YES NO

ADEQUATE SPACES

YES NO

STRIPPED / GOOD REPAIR

YES NO

BACK DOOR:

CLOSED / LOCKED

YES NO

CLEAN

YES NO

ADEQUATE LIGHTING

YES NO

WINDOW:

CLEAN

YES NO

FREE OF CLITTER

YES NO

TOTAL POINTS: 21

INTERIOR:

(12 POINTS)

(1 POINT EACH NOTE)

FLOORS:

CLEAN / POLISHED

YES NO

HAZARD FREE

YES NO

RESTROOMS:

EASILY IDENTIFIED

YES NO

FLOORS CLEAN

YES NO

SINK CLEAN

YES NO

COMMODOE CLEAN

YES NO

HAND SOAP SUPPLIED

YES NO

PAPER GOODS

YES NO

NO OFFENSIVE ODORS

YES NO

CUSTOMER SEATING:

TABLES / SEATS CLEAN

YES NO

FLOOR UNDER TABLES CLEAN

YES NO

FREE OF DEBRIS

YES NO

WINDOW SILLS CLEAN

YES NO

MENUBOARD:

CLEAN

YES NO

COMPLETELY LIT

YES NO

PRICE POINTS CURRENT

YES NO

NO VACANT SPOTS

YES NO

EASILY UNDERSTOOD

YES NO

SPECIALS IDENTIFIED

YES NO

TRASH RECEPTACLES:

CLEAN

YES NO

ADEQUATE AMOUNT OF

RECEPTACLES

YES NO

Ceiling LIGHTING:

ALL LIGHTS LIT

YES NO

FIXTURES CLEAN

YES NO

ATMOSPHERE:

TEMP COMFORTABLE

YES NO

SMELL / FRESH COFFEE

YES NO

FRIENDLY ATMOSPHERE

YES NO

KITCHEN VIEW:

CLEAN & HEAT

YES NO

NO UNAUTHORIZED PERSON

YES NO

COFFEE STATION AREA:

CLEAN

YES NO

HEAT & ORDERLY

YES NO

GATE CLOSED

YES NO

FRESH COFFEE MADE

YES NO

TOTAL POINTS: 21

PRESENTATION: (17 POINTS)

(1 POINT EACH NOTE)

TAKE OUT STATIONS / BACK BAR

CLEAN

YES NO

STOCKED

YES NO

DONUT CASE / FANCY CASE:

LABELS CLEAN / GOOD REPAIR

YES NO

CONSISTENT

YES NO

(MATCH COLOR / ALIGN W/PROD)

YES NO

STOCKED

YES NO

CASE CLEAN

YES NO

BASKETS / TRAYS - CLEAN LINERS

YES NO

PROPERLY ALIGNED

YES NO

SERVICE**ASSOCIATES:**

COMPLETE UNIFORM

YES NO

NEAT & CLEAN

YES NO

HAIR RESTRAINTS

YES NO

COMMENTS:

great selection of products

CUSTOMER SERVICE:

FRIENDLY GREETING

YES NO

FAST SERVICE

YES NO

FILLED ORDER CORRECTLY

YES NO

SUGGESTED SELLING

YES NO

CORRECT CHANGE

YES NO

THANKED

YES NO

TOTAL POINTS: 15

INTEGRITY:

(10 POINTS)

(1 POINT EACH NOTE)

CASH:

ALL CASH SECURED / CASH REGISTER

YES NO

NO BANK BUILDING

YES NO

REGISTERED SALE

YES NO

DRAWER KEPT CLOSED

YES NO

PLACING MONEY IN TIP CUP

YES NO

NO CASHING IN TIPS

YES NO

ACTIVITIES:

"HONEY DEW PERSONNEL"

YES NO

BEHIND COUNTER ONLY

YES NO

ALL PRODUCTS

YES NO

"HOME USED BUSINESS ONLY"

YES NO

ABSENCE OF LOITERING

YES NO

IN STORE

YES NO

TOTAL POINTS: 27

PRODUCT / FRESHNESS & TASTE:

good

"For further comments please use reverse side."

**HONEY DEW DONUTS
345 PROVIDENCE ST, WARWICK
SHOP REVIEW CLOSING**

DATE OF SHOP: 5/27/03

TIME OF SHOP: 9:40 PM

STATION SHOPPED: Counter

PERSONNEL:

Employee #1: White female, average height and build, long light brown hair.

EMPLOYEE DRESS CODE:

The employee was neat in appearance, properly dressed and well groomed; she was not wearing a visor...

STAFFING:

Staffing was more than adequate for the customer traffic observed. There was one employee on duty.

PRICES:

The prices were consistent with the menu and previous visits.

STOCK CONDITIONS:

All coolers were full.

NO DONUTS AVAILABLE, EMPLOYEE SAID SHE DISCARDED THEM AT 9:15 PM.

CUSTOMER SERVICE:

Upon entering the store, I approached the counter and was greeted by employee #1. She asked if she could help me and I ordered a small coffee. She promptly served the coffee and asked me if I would like anything else. I told her I was all set. She rang in my transaction, took my money and returned the proper change.

**HONEY DEW DONUTS
WARWICK, RI
SHOP REVIEW**

Employee #1 was professional, polite and pleasant in her manner.

QUALITY:

The coffee was fresh, hot and prepared as requested; the temperature of the coffee was 156 degrees.

SALES/PROPER REGISTER PROCEDURE:

All sales observed appeared to be properly and promptly rung into the register.

FACILITY:

Parking Lot: The parking lot was clean and free of litter and debris.

Entry: The entry was clean and presentable with no obstructions.

Floors: The floor was clean and free of debris. No safety hazards were observed.

Counter and Tables: The tables and counter were clean and wiped down.

Room Temperature: The room temperature was comfortable.

Exterior Lighting: All exterior lighting was on.

Interior Lighting: All interior lighting was on.

Restroom: N/A

MISCELLANEOUS:

Customer Traffic: Customer traffic was slow.

Customer Comments: No pertinent comments were heard.

Employee Consumption: No employee consumption was observed.

**HONEY DEW DONUTS
345 PROVIDENCE ST, WARWICK
SHOP REVIEW CLOSING**

DATE OF SHOP: 6/11/03

TIME OF SHOP: 8:45 PM both the front door and the drive-up window were open.

STATION SHOPPED: Counter

PERSONNEL:

Employee #1: White male, average height and build, short brown hair.

EMPLOYEE DRESS CODE:

The employee was neat in appearance, properly dressed and well groomed; he was not wearing a visor...

STAFFING:

Staffing was more than adequate for the customer traffic observed. There was one employee on duty.

PRICES:

The prices were consistent with the menu and previous visits.

STOCK CONDITIONS:

All coolers were full.

CUSTOMER SERVICE:

Upon entering the store, I approached the counter and was greeted by employee #1. He asked if she could help me and I ordered a small coffee. He promptly served the coffee and asked me if I would like anything else. I told him I was all set. He rang in my transaction, took my money and returned the proper change.

Employee #1 was professional, polite and pleasant in his manner.

**HONEY DEW DONUTS
WARWICK, RI
SHOP REVIEW**

QUALITY:

The coffee was fresh, hot and prepared as requested; the temperature of the coffee was 150 degrees.

SALES/PROPER REGISTER PROCEDURE:

All sales observed appeared to be properly and promptly rung into the register.

FACILITY:

Parking Lot: The parking lot was clean and free of litter and debris.

Entry: The entry was clean and presentable with no obstructions.

Floors: The floor was clean and free of debris. No safety hazards were observed.

Counter and Tables: The tables and counter were clean and wiped down.

Room Temperature: The room temperature was comfortable.

Exterior Lighting: All exterior lighting was on. There was however one small exit sign in the parking lot that was not lighted

Interior Lighting: All interior lighting was on.

Restroom: N/A

MISCELLANEOUS:

Customer Traffic: Customer traffic was slow.

Customer Comments: No pertinent comments were heard.

Employee Consumption: No employee consumption was observed.

**HONEY DEW DONUTS
PROVIDENCE ST, WARWICK
SHOP REVIEW
OPENING**

DATE OF SHOP: 7/31/03

TIME OF SHOP: 5:09 AM

STATION SHOPPED: Counter

PERSONNEL:

Employee #1: White female, average height with a heavy build, long black hair in a ponytail.

EMPLOYEE DRESS CODE:

The employee was neat in appearance, properly dressed and well groomed; she was wearing a visor...

STAFFING:

Staffing was more than adequate for the customer traffic observed. There was one employee on duty.

PRICES:

The prices were consistent with the menu and previous visits.

STOCK CONDITIONS:

Coolers were full.

CUSTOMER SERVICE:

Upon entering the store, I approached the counter and was greeted by employee #1. She asked if she could help me and I ordered a small coffee. She promptly served the coffee and asked me if I would like anything else. I told her I was all set. She rang in my transaction, took my money and returned the proper change.

**HONEY DEW DONUTS
PROVIDENCE ST, WARWICK
SHOP REVIEW**

Employee #1 was professional, polite and pleasant in her manner.

QUALITY:

The coffee was fresh, hot and prepared as requested; the temperature of the coffee was 148 degrees.

SALES/PROPER REGISTER PROCEDURE:

All sales observed appeared to be properly and promptly rung into the register.

FACILITY:

Parking Lot: The parking lot was clean and free of litter and debris.

Entry: The entry was clean and presentable with no obstructions.

Floors: The floors were clean. No safety hazards were observed.

Counter and Tables: The tables and counter were clean and wiped down.

Room Temperature: The room temperature was comfortable.

Exterior Lighting: All exterior lighting was on.

Interior Lighting: All interior lighting was on.

Restroom: N/A

MISCELLANEOUS:

Customer Traffic: Customer traffic was light.

Customer Comments: No pertinent comments were heard.

Employee Consumption: No employee consumption was observed.

[illegible]